MUHAMMED BEKDEMIR

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Service Desk/IT Support/Network Support

Technical Support | Customer Support | Connection Troubleshooting

Certified as a CCNA Professional with a Diploma in Information Technology Networking, I have experience in customer service, technical support, and handling of tasks such as PC, server, firewall, and network device configuration and troubleshooting. Additionally, I excel in resolving NBN internet connectivity issues. **Areas of expertise include:**

- Help Desk Ticketing System
- Problem Diagnosis
- Technical Troubleshooting
- VoIP Troubleshooting
- Phone & Email Customer Support
- Email Client Troubleshooting
- Customer Service
- Complaint Handling
- Internet Installation Support

TECHNOLOGY PROFICIENCIES

Ticketing:	Jira Service Desk, Spiceworks Cloud-Based Help Desk, In-house ticketing System (Eclipse)
Software:	Azure Active Directory & Windows Active Directory, Outlook, Thunderbird, Windows Mail (and Live Mail), Cisco CLI, Palo Alto Firewall, Docker/Portainer, VMware ESXi
Networking:	TCP/IP, OSI Model, Routing Protocols, NAT, DHCP, DNS, ACLs, VLANs, SVIs, IPv4/6 Addressing, Device and Port Security, Cisco CLI
Platforms:	Windows Server, Windows 10, macOS, Android, iOS, Linux, Ubuntu, Bare-Metal Hypervisors

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SYSTEM ADMINISTRATION EXPERIENCE

WINDOWS SERVER 2022 | Hands-On Virtual Machine Labs

- Installed and set up VMware ESXi 7 on HP Proliant Server, installed a Windows Server 2022 VM.
- Added Windows 10 client machines to the Windows Server 2022 domain.
- Created and modified Active Directory user accounts with various properties.
- Configured Window Server 2022 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPO) in Active Directory.
- Mapped drives to specific Organizational Units (OU)

WORK EXPERIENCE

Activ8me – Preston, Victoria   July 2021 – February 2023
Installation and Technical Support Agent

- Providing technical support for customer internet connections
- Configuring and troubleshooting VoIP on routers and Cisco ATA
- Providing technical support for end devices such as Android and IOS phones, laptops, PCs, printers, TVs
- Troubleshooting WiFi connectivity, mesh WiFi, and access points
- Using Windows command prompt to troubleshoot (ping, traceroute, nslookup, ipconfig)
- Resetting Passwords for customer emails, devices and our website access
- Remote access to customer devices to troubleshoot or configure email
- Creating trouble tickets using an in-house ticketing system named Eclipse

Key Contributions:

- Promoted to Installations and business/government support
- Developed a visual document to assist new team members in delivering technical support while on a call
- Documented installation procedures for staff and team leaders

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EDUCATION & CREDENTIALS

Cisco Certified Network Associate – CCNA
Diploma of Information Technology Networking